

SCHOHARIE COUNTY CLASSIFICATION SPECIFICATION

Class Title: **SERVICES ASSISTANT**

Jurisdictional Class: **Competitive**
Date Adopted: **May 5, 1997**
Date Revised: **Aug. 3, 1998**
Jurisdictions: **County**
Union Status: **CSEA**
Pay Grade: **7**

DISTINGUISHING FEATURES OF THE CLASS: A Services Assistant assists Services Unit staff by handling office and computer details. The work ranges from the routine to fairly complex computer and social services agency duties. The work is distinguished from data entry, typist and stenography positions by more comprehensive use of office technology, microcomputers and evolving computer programs, and by specialization in the needs of the services unit of the Department of Social Services. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Uses full-featured commercial PC computer programs to keyboard and format a variety of records, reports, petitions and letters in word processing and other programs;
May develop and maintain program templates and macros;
Operates specialized PC computer system dedicated to social services, registering new users and coordinating "Help Desk" functions as well as entering data;
Answers telephone, providing routine information to clients and others, referring callers, taking messages, locating employees;
Maintains office calendars and schedules, tracks petitions, arranges client transportation;
Office machines "key user," maintaining and refilling supplies and assisting other staff;
Updates and maintains adoption books.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of office procedures, equipment and terminology. Ability to learn and understand new computer systems and programs for maximum use; understand and follow verbal and written instructions; prioritize work and establish and maintain effective working relationships.

MINIMUM QUALIFICATIONS:

- (A) Associate degree in secretarial science, office technologies or a related field, **OR**
- (B) High school diploma or equivalent and two (2) years of office work using PC computers, **OR**
- (C) An equivalent combination of education and experience as defined by the limits of (A) and (B).

NOTE: Part-time employment can be pro-rated to count towards fulltime. Example: six (6) months PT equals three (3) months FT and a higher level of education can be pro-rated for experience up to a year.